# EXHIBIT 8

# Dealer Found Lug Nuts "Swollen"

2014 FORD ESCAPE

**Typical Repair Cost:**
$160.00

**Average Mileage:**
45,117 miles

**Total Complaints:**
2 complaints

**Most Common Solutions:**

1. replace lug nuts (2 reports)

## HELPFUL WEBSITES

*No one has added a helpful site for this 2014 Escape problem yet.*

## 2014 FORD ESCAPE OWNER COMMENTS

### #2 Escape

Automatic transmission 49,000 miles

JAN 16 **2017**

Had a flat a few months ago. AAA had major trouble getting the lug nuts off as I now recall. Took car to dealer for routine service today. Dealer said lug nuts were swollen and needed replacing. That sounded like the punch line to a bad joke. Bad joke on the consumer. Googling found dozens of reports, mostly to Ford vehicles because they put a cheap cap on the lug nuts that allows water to seep under and rust/corrosion causing the cap to swell. Only way to remove sometimes is to destroy the nut. People complained as well that standard tire iron won't work with the swollen nut, creating a roadside safety hazard.

I realized that my 2010 Ford Fusion had the same problem. Will report that separately.

- **asheon**, Rocky River, OH, USA

### #1 Escape LX 2.4L Ecoboost

Automatic transmission 41,234 miles

SEP 16 **2016**

Took the Escape to dealer for oil change and tire rotation, 41234 miles. Every service since new has been a Ford dealer. They found the lug nuts (all20) to be "swollen. Service rep said it is due to the two dissimilar metals the lug nuts are made of. He and the service manage both indicated it has happened many times in their experience. They charged $8 each, so $160 plus tax to replace all. Even though we have the "extended warranty" there is no coverage from Ford. Th vehicle has never been in snow or ice, no salted roads. Contacted Ford customer care and they opened a case and referred me back to dealer.

**Update from Sep 16, 2016**

The new lug nuts are exactly the same as the old ones. Guess they'll do the same thing in 40,000 miles. Dealer recognizes the problem but Ford stonewalls.

- **Ken C.**, Tampa, FL, USA

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**About CarComplaints.com**

CarComplaints.com is an online automotive complaint resource that uses graphs to show automotive defect patterns, based on complaint data submitted by visitors to the site. The complaints are organized into groups with data published by vehicle, vehicle component, and specific problem.

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